IN THE CLAIMS

1.   (Amended)   A method for automatically generating a service plan and associated workflow for a customer using a computer based network comprising the steps of:

creating a plurality of structured sentences for each of a plurality of identified customer needs in an electronic storage area, said plurality of structured sentences including structured sentences for services, each structured sentence for service identifying a needed service corresponding to one of the identified customer needs; and

creating an electronic workflow adapted to assist completion of each needed service.

2.   (Amended)   A method according to claim 1 wherein said step of creating the electronic workflow creates a workflow process instance for each needed service, such that there exists a workflow process instance associated with each structured sentence for service.

11.   (Amended)   A method according to claim 12 wherein certain ones of said workflow process instances have at least one decision step, task firing condition or routing rule that creates a plurality of possible routes contained therein, and further including the step of creating or modifying at least one of the workflow relevant data items, which modification also causes a change to the sequence of tasks invoked within at least one of the workflow process instances.

14.   (Amended)   A method according to claim 5 wherein the step of executing the workflow process instance further includes the step of creating query data items that create or modify workflow relevant data using query metadata that maps response options in a question or structured sentence data item to other response options in at least one other question or structured sentence data item, thereby creating a single data value used in a decision step, task firing condition or routing rule as part of the execution of said workflow process instance.

16.   (Amended)   A method according to claim 15, wherein the step of creating the plurality of structured sentences is created by an interdisciplinary team of clinicians.

23. (Amended) A method according to claim 22 further including updating status information for the service plan as workflow progresses.

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24. (Amended) A method according to claim 23 wherein updates are provided to a user of the service plan in one form and updates are provided to the customer in another form.

26. (Amended) A method of automatically updating a predetermined plurality of existing service plans corresponding to a respective plurality of customers, each of said service plans including a plurality of structured sentences for each of a plurality of identified customer needs stored in an electronic storage area, said plurality of structured sentences including structured sentences for services, each structured sentence for service identifying a needed service corresponding to one of the identified customer needs and an electronic work flow capable of assisting completion of each needed service, the method comprising the steps of:

generating a report based upon data contained within each of the predetermined plurality of existing service plans or from data obtained from performing workflow associated with each of the predetermined plurality of existing service plans;

selecting a plurality of customers in need of one or more services

adding new structured sentences that are common to the predetermined plurality of existing service plans for the selected plurality of customers; and

adding workflow instances corresponding to the new structured sentences; and

causing initiation of the revised workflow instances for each revised service plan.

30. (Amended) A method for creating a service plan and associated workflow for a customer using a computer based network comprising the steps of:

providing electronically:

a plurality of structured sentence data items for each of a plurality of possible customer needs in an electronic storage area, said plurality of structured sentence data items including structured sentence data items for services, each structured sentence data item for service identifying a needed service corresponding to one of the possible customer needs;

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an electronic work flow capable of assisting completion of each needed service; and

at least first and second templates, each of said at least first and second templates comprising a different set of certain ones of said plurality of structured sentence data items that each relate to different possible customer needs;

selecting at least a first template that relates to an identified customer need; and

selecting those structured sentence data items within the first template that relate to the specific need of a particular customer, the step of selecting those structured sentence data items also causing the selection of workflow instances adapted to assist completion of each needed service.

32.   (Amended)   A method according to claim 31 wherein the attribute values for certain ones of said plurality of attributes is selectable from a collection of mutually exclusive choices.

42.   (Amended)   An apparatus according to claim 41 wherein said means for creating the electronic workflow creates a workflow process instance for each needed service, such that there exists a workflow process instance associated with each structured sentence for service.

51.   (Amended)   An apparatus according to claim 52 wherein certain ones of said workflow process instances have at least one decision step, task firing condition or routing rule that creates a plurality of possible routes contained therein, and further including the step of creating or modifying at least one of the workflow relevant data items, which modification also causes a change to the sequence of tasks invoked within at least one of the workflow process instances.

54.   (Amended)   An apparatus according to claim 45 wherein the means for executing the workflow process instance further includes means for creating query data items that create or modify workflow relevant data using query metadata that maps response options in a question or structured sentence data item to other response options in at least one other question or structured sentence data item, thereby creating a single data value used in a decision step, task firing condition or routing rule as part of the execution of said workflow process instance .

63.   (Amended)   An apparatus according to claim 62 further including means for updating status information for the service plan as workflow progresses.

64.   (Amended)   A method according to claim 63 wherein updates are provided to a user of the service plan in one form and updates are provided to the customer in another form.

Please add the following new claims:

-- 66.   A method according to claim 23 wherein the step of updating the status information for the service plan includes modifying an attribute contained in one of the structured sentences.

67.   A method according to claim 23 wherein the step of updating the status information for the service plan includes adding another structured sentence relating to services.

68.   A method according to claim 30 wherein the plurality of structured sentences in at least one of said first and second templates include a group of structured sentences that are associated with a particular customer need.

69.   The method according to claim 16 where the plurality of structured sentences is created by the interdisciplinary team of clinicians using a workflow automation process to route a draft of the plurality of structured sentences to the interdisciplinary team.

70.   The apparatus according to claim 56 where the plurality of structured sentences is created by the interdisciplinary team of clinicians using a workflow automation process to route a draft of the plurality of structured sentences to the interdisciplinary team.--

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